

DTS Enterprise Incident Report

As of 8/1/2011

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Board of Pardons and Parole	15	15
	10	10
Customer Company Total	15 10	15 10

DTS Enterprise Incident Report

As of 8/1/2011

Board of Pardons and Parole

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Board of Pardons and Parole	15 3	15 3
Customer Company Total	15 3	15 3

DTS Enterprise Incident Report

As of 8/1/2011

Board of Pardons and Parole

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Board of Pardons and Parole	15 0.85	15 0.85
Customer Company Total	15 0.85	15 0.85

DTS Enterprise Incident Report

As of 8/1/2011

Board of Pardons and Parole

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Board of Pardons and Parole	15 1	15 1
Customer Company Total	15 1	15 1

DTS Enterprise Incident Report

As of 8/1/2011

Board of Pardons and Parole

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
Board of Pardons and Parole	15 1.04	15 1.04
Customer Company Total	15 1.04	15 1.04

DTS Enterprise Incident Report

As of 8/1/2011

Board of Pardons and Parole

Detail

INC000000338152	Clark A Harms Metro C Desktop Support	None Tammy Black	None Board of Pardons and Parole	Bomgar Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.10
INC000000341081	Megan Flox Voice Operations	Telecom Romanza Hamblin	Feature Board of Pardons and Parole	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.02 1.02
INC000000341538	Megan Flox Metro C Help Desk	Application Reed Stohel	Reporting Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 0.73
INC000000341899	Shanna Wettstein Metro C Help Desk	Network Reed Stohel	Incident Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.80
INC000000342154	Stacie Russell Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	Offender Tracking Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000342625	Claudette Froehle Metro C Help Desk	None Ross Owen	None Board of Pardons and Parole	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000342654	Kym Chaplin Metro C Help Desk	None Ross Owen	None Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000345795	John Green Metro C Help Desk	None Ross Owen	None Board of Pardons and Parole	Offender Tracking Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000346391	Clark A Harms Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000352360	Shanna Wettstein Help Desk	Application Vicky Marrelli	Reporting Board of Pardons and Parole	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000353612	Chandee Israel-Araujo Metro C Help Desk	None Ross Owen	None Board of Pardons and Parole	Offender Tracking Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000353792	Megan Flox Metro C Help Desk	None Chris Olson	None Board of Pardons and Parole	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.63 3.54
INC000000354464	Ann Galvan Metro C Help Desk	None Ross Owen	None Board of Pardons and Parole	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000354783	Terra Towery Metro C Help Desk	None Ross Owen	None Board of Pardons and Parole	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000354784	John Green Help Desk	Application Brenda Treadway	Password Board of Pardons and Parole	Utah Master Directory Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.37 8.37